Document: Supplemental Items to Collect Drill Down Data for QI Purposes
Version: 5/02/2006
Flesch-Kinkaid Grade Level: 6.0

This document contains the supplemental set of items designed to address the information needs of QI. The items address the following topics:

- Access to Specialist Care
- Access to Routine Care
- Coordination of Care Across Providers and Services
- Access to After Hours Care
- After Hours Calls to Personal Doctor or Nurse
- Health Plan Information and Materials
- Customer Service

Survey sponsors would select and add items from this document to their CAHPS survey to collect more detailed or "drill down" data to supplement CAHPS core survey measures. The drill down data can be used to inform future quality improvement efforts or assess the impact of active or recent quality improvement initiatives.

This document reflects wording and instructions for item placement that are consistent with the language of the CAHPS 3.0 Health Plan Survey.

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| Access to Specialist Care |
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Supplemental item AS1 is inserted after Core Health Plan item 9. Item 9 is modified to include the skip instructions presented below.

**9. In the last 12 months, how much of a problem, if any, was it to see a specialist that you needed to see?**

☐ A big problem
☐ A small problem
☐ Not a problem → **Go to Core Question 10**

**AS1. What was the <u>main</u> reason you had a problem seeing a specialist?**

☐ My doctor did not think I needed to see a specialist
☐ My health plan approval or authorization was delayed or denied
☐ I wasn't sure where to find a list of specialists in my health plan or network
☐ The specialists I had to choose from were too far away
☐ I did not have enough specialists to choose from
☐ The specialist I wanted did not belong to my health plan or network
☐ I could not get an appointment at a time that was convenient
☐ Some other reason (specify)
☐ Some other reason (Specify)

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## Access to Routine Care

Supplemental items AR1 – AR2 are inserted after Core Health Plan item 16.

**AR1.  In the last 12 months, not counting the times you needed health care right away, how many <u>days</u> did you usually have to wait between making an <u>appointment</u> and actually <u>seeing a provider</u>?**

☐ Same day
☐ 1 day
☐ 2-3 days
☐ 4-7 days
☐ 8-14 days
☐ 15 to 30 days
☐ 31 days or longer

**AR2. In the last 12 months, how much of a problem, if any, was it to wait as long as you did to see a provider?**

☐ A big problem
☐ A small problem
☐ Not a problem → **Go to Core Question 17**

**AR3. In the last 12 months, how often did you have a problem getting an appointment because the provider you wanted to see worked limited hours or had few available appointments?**

☐ Never
☐ Sometimes
☐ Usually
☐ Always

## Coordination of Care From Other Health Providers

Supplemental items OHP1 – OHP5 should be inserted after Core Health Plan item 12.

**OHP1. In the last 12 months, did you get care from <u>more than one kind</u> of health care <u>provider</u> or use <u>more than one kind</u> of health care service?**

☐ Yes
☐ No → **Go to Core Question 13**

**OHP2. In the last 12 months, how often did your personal doctor or nurse seem <u>informed and up-to-date</u> about the care you received from these doctors or other health providers?**

☐ Never
☐ Sometimes
☐ Usually
☐ Always

**OHP3. In the last 12 months, did anyone from your health plan, doctor's office or clinic <u>help coordinate</u> your care among these doctors or other health providers?**

☐ Yes
☐ No → **Go to Core Question 13**

**OHP4. In the last 12 months, who helped to coordinate your care?  Mark one or more.**

☐ Someone from my health plan
☐ Someone from my doctor's office or clinic
☐ Someone from another organization
☐ A friend or family member
☐ Me

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**OHP5. How satisfied are you with the help you received to coordinate your care in the last 12 months?**

- [ ] Very dissatisfied
- [ ] Dissatisfied
- [ ] Neither dissatisfied nor satisfied
- [ ] Satisfied
- [ ] Very satisfied

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After Hours Care

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Supplemental items AH1 – AH3 are inserted after Core Health Plan item 32.

**AH1. After hours care is health care when your usual doctor's office or clinic is closed. In the last 12 months, did you need to visit a doctor's office or clinic for after hours care?**

- [ ] Yes
- [ ] No → **Go to Core Question 33**

**AH2. In the last 12 months, how much of a problem, if any, was it to get the after hours care you needed?**

- [ ] A big problem
- [ ] A small problem
- [ ] Not a problem → **Go to Core Question 33**

**AH3. What was the main reason you had a problem getting after hours care?**

- [ ] I did not know where to go for after hours care.
- [ ] I wasn't sure where to find a list of doctor's offices or clinics in my health plan or network that are open for after hours care.
- [ ] The doctor's office or clinic that had after hours care was too far away.
- [ ] The doctor's office or clinic that had after hours care was closed.
- [ ] The only place I could get after hours care was the Emergency Room (ER).
- [ ] Some other reason (Specify)

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After Hours Calls to
Personal Doctor or Nurse

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Supplemental items C1 – C3 are inserted after Core Health Plan item 7.

**C1. In the last 12 months, did you call your personal doctor or nurse after regular office hours?**

- [ ] Yes
- [ ] No → **Go to Core Question 8**

**C2. In the last 12 months, how much of a problem, if any, was it to talk to your personal doctor or nurse by telephone after regular office hours?**

- [ ] A big problem
- [ ] A small problem
- [ ] Not a problem

**C3.** **What was the <u>main</u> reason you had a problem talking to your personal doctor or nurse by telephone <u>after regular office hours</u>?**

- ☐ I did not know what number to call.
- ☐ I left a message but no one returned my call.
- ☐ I could not leave a message at the number I called.
- ☐ Another provider was covering for my personal doctor or nurse.
- ☐ Some other reason (Specify)

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Health Plan Information and Materials

Supplemental items PW1 – PW2 are inserted after Core Health Plan item 34.

**PW1.** **What kind of information did you have a problem finding or using? Mark one or more.**

- ☐ Benefits and coverage for doctor or specialist visits.
- ☐ Benefits and coverage for pharmacy
- ☐ Getting a referral to a specialist
- ☐ After hours or urgent care
- ☐ Choosing a health provider
- ☐ Getting care outside your network
- ☐ Something else (Specify)

**PW2.** **Where did you get the information you had a problem finding or using? Mark one or more.**

- ☐ From my employer
- ☐ From my health plan's Internet site
- ☐ From my health plan's call center
- ☐ Written materials from my health plan
- ☐ From my health plan's sales representative
- ☐ From my doctor's office
- ☐ From my insurance agent or broker
- ☐ Some other source
- ☐ Not sure where I got it

Supplemental items PW3 – PW5 are inserted after Core Health Plan item 34. If items PW1 – PW2 are used, items PW3 – 5 should follow PW1 – PW2.

**PW3.** **When you looked for information in the last 12 months did you go to your health plan's Internet site?**

- ☐ Yes
- ☐ No → **Go to Core Question 35**

**PW4.** **How useful was the information you found on your health plan's Internet site?**

- ☐ Not at all useful
- ☐ A little useful
- ☐ Somewhat useful
- ☐ Very useful

**PW5.** **In the last 12 months, did you use information on your health plan's Internet site to help choose a health care provider?**

- ☐ Yes
- ☐ No

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## Customer Service

**CS1. In the last 12 months, how often did your health plan's customer service staff treat you with courtesy and respect?**

- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always

**CS2. In the last 12 months, how often did you hang up the phone feeling certain your health plan's customer service staff would get you the help you needed?**

- [ ] Never
- [ ] Sometimes
- [ ] Usually
- [ ] Always

**CS3. What was the <u>main</u> reason you had a problem getting help from your health plan's customer service?**

- [ ] I had to stay on the line too long waiting for customer service
- [ ] I could not leave a message at the number I called
- [ ] Customer service was closed when I called
- [ ] The information customer service gave me was not correct
- [ ] Customer service did not have the information I needed
- [ ] I had to wait too long for someone to call me back
- [ ] No one called me back
- [ ] Some other reason (Specifiy)

**CS4. How many calls did it take for you to get the help you needed from your health plan's customer service?**

- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5 or more
- [ ] I am still waiting for help